Facility Team

Mission: Connect Veterans to VA locations where they can receive services

Facilities identified problems to solve

Facility locator and clinic pages only display a mobile clinic's resting address

Mobile clinic pages only display a single set of operating hours

Mobile clinic pages only display a single set of parking and transportation instructions

Why are we doing this?

As a Veteran, I would prefer to go to a mobile clinic for many types of services because it is more convenient for me.

Veteran problems to solve

As a Veteran, I need to know that [this mobile clinic] exists.

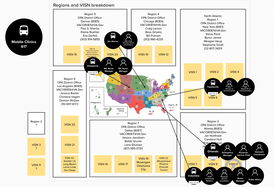
As a Veteran, I need to know that [this mobile clinic] offers something that I need.

As a Veteran, I need to know when and where to find [this mobile clinic]

As a Veteran, I need to know how to get an appointment at [this mobile clinic]

"STAGE" Facility Team

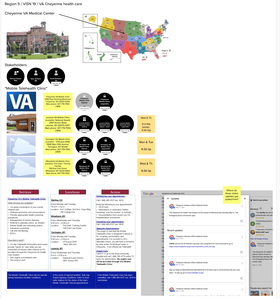
Regions and VISN breakdown



Cincinnati

Cheyenne, WY

Region 5 / VISN 19 / VA Cheyenne health care

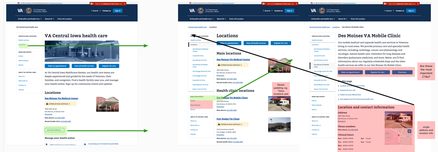


Central Iowa

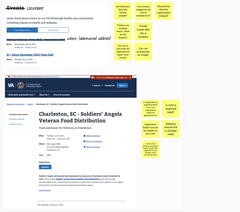
Region 5 / VISN 23 / VA Central Iowa health care

Orlando

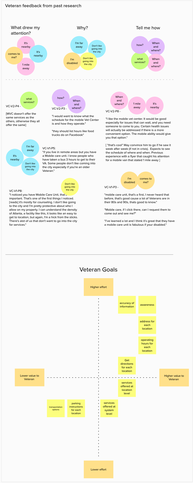
Current user experience



Possible solution: Events widget



Veteran feedback from past research

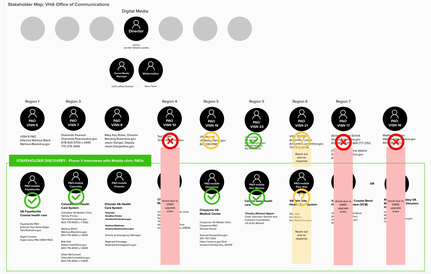


(Houston) Michael E. DeBakey VA Medical Center + Beaumont Clinic

Columbia VA Health Care System

Puget sound mobile vaccination

Stakeholder Map: VHA Office of Communications



Veteran Goals

Discovery artifacts and findings

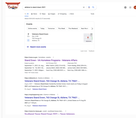
Chillicothe, OH - Mobile Medical Unit

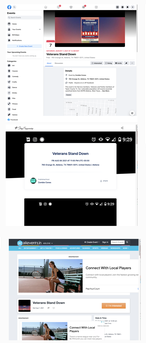
(Houston) Michael E. DeBakey VA Medical Center + Beaumont Clinic

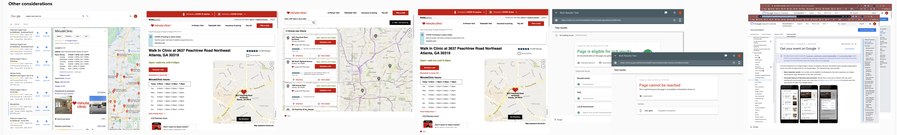
Puget sound mobile vaccination

Des Moines Brochure

Web publicity of a VA event





How others solve similar problems

Other considerations